

Legal (4) barriers are exemplified by

- *we cannot provide services to illegal immigrants and I have seen several very needy individuals (mostly Hispanics) who are illegal and legally blind or totally blind.*

**Question 10:** What can the NCBSB agency or your local office do to improve the provision of services to minority individuals who are blind or have low vision?

There were 33 comments with 8 of those stating to continue providing the same services. The remaining 25 were about 5 topics.

Provide interpreter (5)

Resolve undocumented workers need for services (1)

Public relations and outreach (4) with suggestions to market to Spanish speaking groups, advocacy groups for minorities, groups serving other disabilities, and to host public forums.

Staff development (4) to include information about Native Americans and sensitivity training.

Other (7) includes more collaboration and educate all populations.

## **Section 5 Unserved and Underserved Populations.**

Please see Research Question 2: Unserved and Underserved Populations for survey results.

## **Section 6 Community Rehabilitation Programs (CRP) and Workforce Development**

**Question 16:** There is a need to establish new CRPs.

26 (50%) agreed, 6 (11.5%) disagreed and 20 (38.5%) responded neutral. There were 11 comments with 2 who *are not familiar with CRPs*. The others stated *there are enough already, always room for improvement, CRPs are located in major population centers, and*

- *CRPs should be held to a high standard. IF no progress on job development is forthcoming within a reasonable amount of time, another CRP should be used if little activity and little contact with the consumer has not been done.*
- *Community Rehabilitation Programs might be able to be more flexible in service provision and especially in cooperation with other agencies also working to*